

DOCUMENT NUMBER 91-9004	REVISION A	TITLE Objectives and Analysis of Data	REV DATE 02/2018	Page 1 of 2
PRODUCT RESOURCES NEWBURYPORT, MA		NOTICE: THIS DOCUMENT IS PROPRIETARY AND ITS CONTENTS ARE THE EXCLUSIVE PROPERTY OF PRODUCT RESOURCES. THIS DOCUMENT MAY NOT BE REPRODUCED IN ANY FORM WHATSOEVER, WITHOUT PRIOR WRITTEN PERMISSION FROM PRODUCT RESOURCES.		

1.0 Purpose of Procedure

This document describes Product Resources' process for Objectives and for the Analysis of Data. It provides for procedures and assigns responsibilities.

2.0 Scope of Process

The process described herein first covers the origin of Product Resources' high-level objectives for the QMS, other business processes, and the company in general. The process further covers the breakdown of the objectives such that measures (metrics) and goals are associated with the objectives and how this represents a living system.

Second, the process of the periodic analysis of data is covered. The relationship between the two processes is that the same measures are involved. However not all measures have an annual period between computations as does the Management Review between occurrences.

3.0 Process Owner(s)

- 3.1 QA Manager
- 3.2 Management

4.0 Procedure

4.1 Establishing High-Level Objectives

High-level objectives are established by stating them in the Quality Policy. The Quality Policy is developed, reviewed, revised, and approved by the Product Resources management team as part of Management Review.

Quality, business process, and company objectives flow down from the Quality Policy.

4.2 Measuring Objectives and Setting Goals

As part of the Management Review process, the Quality Policy is reviewed to identify those elements in it that are objectives. This break-down of the objectives is documented and detailed in 43-2829.

For each objective, the Management Review will, leaning heavily on the representatives of the associated functional area of the company, determine a method or methods for measuring the objective – one or more metrics. The metrics may be based on direct computation, review of examples, or survey as deemed effective.

Finally, the Management Review sets goals for all metrics. These goals may be based on historical performance, industry benchmarks, or both.

4.3 Periodic Analysis of Data

The objectives, measures, and goals document 43-2829 contains a breakdown of measures. This document also serves other needs, such as Objectives, Customer Satisfaction, and Management Review.

DOCUMENT NUMBER 91-9004	REVISION A	TITLE Objectives and Analysis of Data	REV DATE 02/2018	Page 2 of 2
PRODUCT RESOURCES NEWBURYPORT, MA	NOTICE: THIS DOCUMENT IS PROPRIETARY AND ITS CONTENTS ARE THE EXCLUSIVE PROPERTY OF PRODUCT RESOURCES. THIS DOCUMENT MAY NOT BE REPRODUCED IN ANY FORM WHATSOEVER, WITHOUT PRIOR WRITTEN PERMISSION FROM PRODUCT RESOURCES.			

Associated with each measure is a Frequency of Analysis of Data, and this is indicated as, for example, monthly, quarterly, every six months, or annually. The frequency is picked to be as needed to manage the company, but it shall be at least annually.

Associated with each measure is an Owner, and this is indicated as a role or as a department. It is this role / this department that is responsible for updating the analysis of this data at the determined frequency.

Training material TM-1019 is available on the topics of descriptive statistics and Pareto analysis. Both can assist with the analysis of data.

5.0 Control of Records

The storage location and retention period for records referenced above are given in 91-6002, Control of Records.